

Schedule B

Job Descriptions

The proponent shall provide the personnel required for the enumeration, interviewing and data entry services for the conduct of the Starts and Completions Survey (SCS), Market Absorption Survey (MAS), Rental Market Survey (RMS), Condo Vacancy Survey (CVS) and Seniors' Housing Survey (SHS). Below are the key responsibilities, education and experience, essential knowledge, skills and competencies, other requirements as well as work tasks associated with the enumeration, interviewing and data entry services.

1 Enumerators

Key Responsibilities

- Working with the Survey Administrator and other enumerators to ensure the on-going achievement of Market Analysis Centers (MAC) goals for collecting high quality survey data within tight monthly deadlines
- Collecting housing market data in a timely and accurate manner within your assigned geographic territory
- Visiting construction sites and sales offices in order to gather required information
- Building and maintaining professional rapport in all your interactions
- Organizing your work to ensure that you deliver quality work within tight deadlines
- Contacts and coordinates information with municipal building permit departments as requested by the Survey Administrator
- Plans cost-effective driving routes for physical enumeration
- Acquire the physical location of the units using a CMHC GPS unit
- Perform research to identify the geographic location of the units and the contact person for retrieving information to complete the survey

Education and Experience

- Minimum Grade 12 Diploma
- Related experience in field data collection or survey-based research and/or data entry is an asset
- Past experience with telephone interviewing, particularly making outbound calls, is considered an asset
- Related experience in the property management and/or real estate industry is deemed an asset

Essential Knowledge, Skills and Competencies

- Demonstrated experience and knowledge of survey procedures and data quality techniques
- Strong written communication, oral communication, personal organization and client liaison skills
- Strong numerical aptitude with a high degree of accuracy and a propensity for detail
- Proficiency using computer software tools such as email, internet, spreadsheets and word processors

- Strong organizational skills, particularly the ability to organize and accurately record a high volume of data efficiently
- Strong self-motivation, quick thinker
- Familiar with geography in your assigned territory and ability to plan routes and read/follow maps
- Ability to follow very detailed instructions
- Ability to build and maintain client relationships, recognize opportunities for improvement, and contribute to a working environment where diversity is valued, respected and integrated
- Strong telephone communication skills
- Ability to manage flexible work hours, including some evenings and weekends

Other Requirements

- Access to a reliable vehicle and personal injury insurance of 1 000 000 \$
- Possess a valid driver’s licence

Work Tasks

The work tasks identified below may vary between regions and centres. Survey cards refers to the survey questionnaire printed out on paper. The survey questionnaires corresponding to each survey are located in Schedule C: *Survey Questionnaires*.

Survey	Task	Items Required to Perform Task
SCS	Retrieve the survey cards and GPS unit from the mail, post office or regional office.	Personal Vehicle
	Perform research to identify: <ul style="list-style-type: none"> • The geographic location of the units; and • The contact person for retrieving information to complete the survey. 	Survey Cards, Internet, Pen
	Organize the survey cards based on geographic location and route.	Survey Cards, Internet
	Maintain an updated list of the contacts.	Pen, Paper, Computer
	Confirm the units have reached set stages of the construction process by performing one or a combination of the following tasks: <ul style="list-style-type: none"> • Site visits to structures, • Site visits to builder office, • Phoning the builder, and • Emailing the builder. 	Personal Vehicle, CMHC Business Cards, Phone, Computer, CMHC Cell Phone (provided to select proponent personnel)
	Validate the current information on the survey card and update on the survey card: <ol style="list-style-type: none"> Starts and completion information, Incorrect information, 	Survey Cards, Pen

	<ul style="list-style-type: none"> iii. Missing information, and iv. Other necessary comments. 	
	Retrieve the geographic location of the structure.	CMHC GPS Unit (provided to select proponent personnel)
	Send the survey cards and GPS unit back to the regional office by the deadline identified by their CMHC supervisor which is usually 5-6 business days before the end of the month.	Envelope, Survey Cards, CMHC GPS Unit, Personal Vehicle
	Developing and maintaining strong relationships with survey respondents.	
MAS	Retrieve the survey cards from the mail, post office or regional office.	Personal Vehicle
	Perform research to identify: <ul style="list-style-type: none"> • The geographic location of the units; and • The contact person for retrieving information to complete the survey. 	Survey Cards, Internet, Pen
	Organize the survey cards based on geographic location and route.	Survey Cards, Internet
	Maintain an updated list of the contacts.	Pen, Paper, Computer
	Retrieve the information for absorbed units by performing one or a combination of the following tasks: <ul style="list-style-type: none"> • Site visits to builder office, • Phoning the builder, and • Emailing the builder. 	Personal Vehicle, CMHC Business Cards, Phone, Computer, CMHC Cell Phone (provided to select proponent personnel)
	Validate the current information on the survey card and update on the survey card: <ul style="list-style-type: none"> i. Absorption information, ii. Incorrect information, iii. Missing information, and iv. Other necessary comments. 	Survey Cards, Pen
	Send the survey cards back to the regional office by the deadline identified by their CMHC supervisor which is usually 5-6 business days before the end of the month.	Envelope, Survey Cards, Personal Vehicle
	Developing and maintaining strong relationships with survey respondents.	

2 Interviewers

Interviewers are required for the survey conduct of RMS, CVS and SHS.

Key Responsibilities

- Collect data related to the rental market, condo market and seniors housing market within your assigned geographic territory
- Working with the Survey Administrator and other enumerators to ensure the on-going achievement of Market Analysis Centers (MAC) goals for collecting high quality survey data within monthly deadlines
- Collecting, mainly by telephone, from a CMHC regional business centre in a timely and accurate manner
- Building and maintaining professional rapport in all your interactions
- Organizing your work to ensure that you deliver quality work within deadlines
- Plans cost-effective driving routes for physical enumeration
- Search for manager's contact information using the internet

Education and Experience

- Minimum Grade 12 Diploma
- Related experience in field data collection or survey-based research and/or data entry is an asset
- Past experience with telephone interviewing, particularly making outbound calls, is considered an asset
- Related experience in the property management and/or real estate industry is deemed an asset

Essential Knowledge, Skills and Competencies

- Demonstrated experience and knowledge of survey procedures and data quality techniques
- Strong written communication, oral communication, personal organization and client liaison skills
- Strong numerical aptitude with a high degree of accuracy and a propensity for detail
- Proficiency using computer software tools such as email, spreadsheets, internet and word processors
- Strong organizational skills, particularly the ability to organize and accurately record a high volume of data efficiently
- Strong self-motivation, quick thinker
- Ability to follow very detailed instructions
- Ability to build and maintain client relationships, recognize opportunities for improvement, and contribute to a working environment where diversity is valued, respected and integrated
- Strong telephone communication skills
- Ability to manage flexible work hours, including some evenings and weekends
- Mainframe skills would be considered an asset

Other Requirements

- Access to a reliable vehicle and personal injury insurance of 1 000 000 \$
- Possess a valid driver's licence

Work Tasks

The work tasks identified below may vary between regions and centres. Survey cards refers to the survey questionnaire printed out on paper. The survey questionnaires corresponding to each survey are located in Schedule C: *Survey Questionnaires*.

Survey	Task	Items Required to Perform Task
RMS	Search and record the manager's contact information.	Internet
	Administer the survey through telephone interviews and site visits (to increase response rates).	Survey Cards, Phone
	Record the results from the interview on the survey card.	Survey Cards, Pen
CVS	Search and record the manager's contact information.	Internet
	Administer the survey through telephone interviews and site visits (to increase response rates).	Survey Cards, Phone
	Record the results from the interview on the survey card.	Survey Cards, Pen
SHS	Search and record the manager's contact information.	Internet
	Administer the survey through telephone interviews and site visits (to increase response rates).	Survey Cards, Phone
	Record the results from the interview on the survey card.	Survey Cards, Pen

3 Data Entry Clerks

Data entry clerks are required for the survey conduct of RMS, CVS and SHS.

Key Responsibilities

- Working with the Survey Administrator and other enumerators to ensure the on-going achievement of Market Analysis Centers (MAC) goals for collecting high quality survey data within monthly deadlines
- Input CMHC survey data into the CMHC survey application from a CMHC regional business centre in a timely and accurate manner
- Organizing your work to ensure that you deliver quality work within deadlines
- Search for manager's contact information using the internet

Education and Experience

- Minimum Grade 12 Diploma
- Related experience in survey-based research and/or data entry is an asset

Essential Knowledge, Skills and Competencies

- Demonstrated experience and knowledge of survey procedures and data quality techniques
- Strong written communication, oral communication and personal organization
- Strong numerical aptitude with a high degree of accuracy and a propensity for detail
- Proficiency using computer software tools such as email, spreadsheets, internet and word processors
- Strong organizational skills, particularly the ability to organize and accurately record a high volume of data efficiently
- Strong self-motivation, quick thinker
- Ability to follow very detailed instructions
- Ability to recognize opportunities for improvement, and contribute to a working environment where diversity is valued, respected and integrated
- Ability to manage flexible work hours, including some evenings and weekends
- Mainframe skills would be considered an asset

Work Tasks

The work tasks identified below may vary between regions and centres. Survey cards refers to the survey questionnaire printed out on paper. The survey questionnaires corresponding to each survey are located in Schedule C: *Survey Questionnaires*.

Survey	Task	Items Required to Perform Task
RMS	Organize the survey cards based on geographic location and interviewer.	Survey Cards, Internet
	Search and record the manager's contact information.	Internet
	Input and validate the data from the survey cards in to the CMHC survey application.	Computer, CMHC Survey Application, Survey Cards
	Contact interviewer and/or enumerator if there are any discrepancies on the survey cards.	Phone
CVS	Organize the survey cards based on geographic location and interviewer.	Survey Cards, Internet
	Search and record the manager's contact information.	Internet
	Input and validate the data from the survey cards in to the CMHC survey application.	Computer, CMHC Survey Application, Survey Cards
	Contact interviewer and/or enumerator if there are any discrepancies on the survey cards.	Phone
SHS	Organize the survey cards based on geographic location and interviewer.	Survey Cards, Internet
	Search and record the manager's contact information.	Internet
	Input and validate the data from the survey cards in to the CMHC survey application.	Computer, CMHC Survey Application, Survey Cards
	Contact interviewer and/or enumerator if there are any discrepancies on the survey cards.	Phone